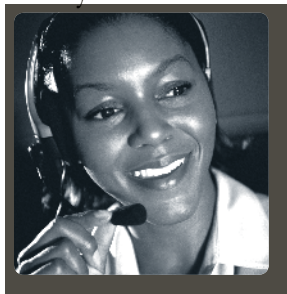


We have answers!

Health insurance is a complex, confusing subject and a major concern for consumers today. We need to find, choose and use health coverage carefully and wisely, but objective answers can be hard to find.



In Washington State, the answer is SHIBA HelpLine: a volunteer-based service whose mission is to give YOU answers.

Statewide Health Insurance Benefits Advisors are volunteers who are trained and supervised to provide YOU with:

- Education
- Advocacy
- Referrals

One toll-free call connects you to the SHIBA (Statewide Health Insurance Benefits Advisors) HelpLine:

1-800-562-6900

TDD: (360) 586-0241

or visit our website at:
www.insurance.wa.gov and click on the SHIBA Helpline link.

SHIBAHelpLine@oic.wa.gov

Washington State Office
of the Insurance Commissioner
PO Box 40256
Olympia, WA 98504-0256

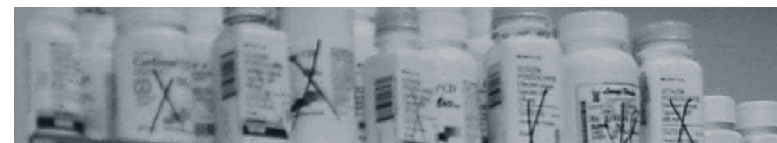
Questions about

Health Coverage and Prescription Drugs?



A public service of:

I Washington State
Office of the
Insurance Commissioner





Free, impartial, confidential

SHIBA HelpLine's services are:

- Completely **FREE**
- 100 percent **impartial** - no affiliation with any insurance company/product
- **Confidential**
- **Accessible** - a local office in nearly every Washington State county

Many ways we can help!

SHIBA HelpLine can help you:

- Understand your health coverage
- Evaluate/compare policies
- Get affordable coverage
- Process medical billings
- Pursue claims or appeals
- Detect and report fraud
- Find a prescription drug plan
- Apply for public health programs
- Learn your rights and options



Assistance options

- Individual or group counseling
- Group presentations
- Informational publications
- Videos, public service announcements
- Web pages and e-mail
- Referrals, when appropriate
- Resources for multilingual, disabled, and underserved populations

You can help!

SHIBA HelpLine offers exciting ways to help your community—counseling, public speaking, advocacy, research, and more.

Volunteers receive ongoing training to educate, assist and advocate for consumers regarding health care coverage and prescription access.

If you like to learn and to help people, can commit to ongoing training, and don't mind detail work, consider becoming a SHIBA HelpLine volunteer!

Call **1-800-562-6900** and ask for a Volunteer Application. Or download one at www.insurance.wa.gov.

SHIBAHelpLine@oic.wa.gov



This publication may have been partially funded by grants from the Centers for Medicare & Medicaid Services and the US Administration on Aging.

Individual Policies • Public Programs (Medicare, Medicaid, Basic Health, Children's Health, Washington State Insurance Pool, etc.) • Medicare Health Plan • Medigap (supplements) • Employment-Related Benefits • Managed Care • Long-Term Care • Disability • Medical Billings • Medicare's Prescription Drug Program • More

